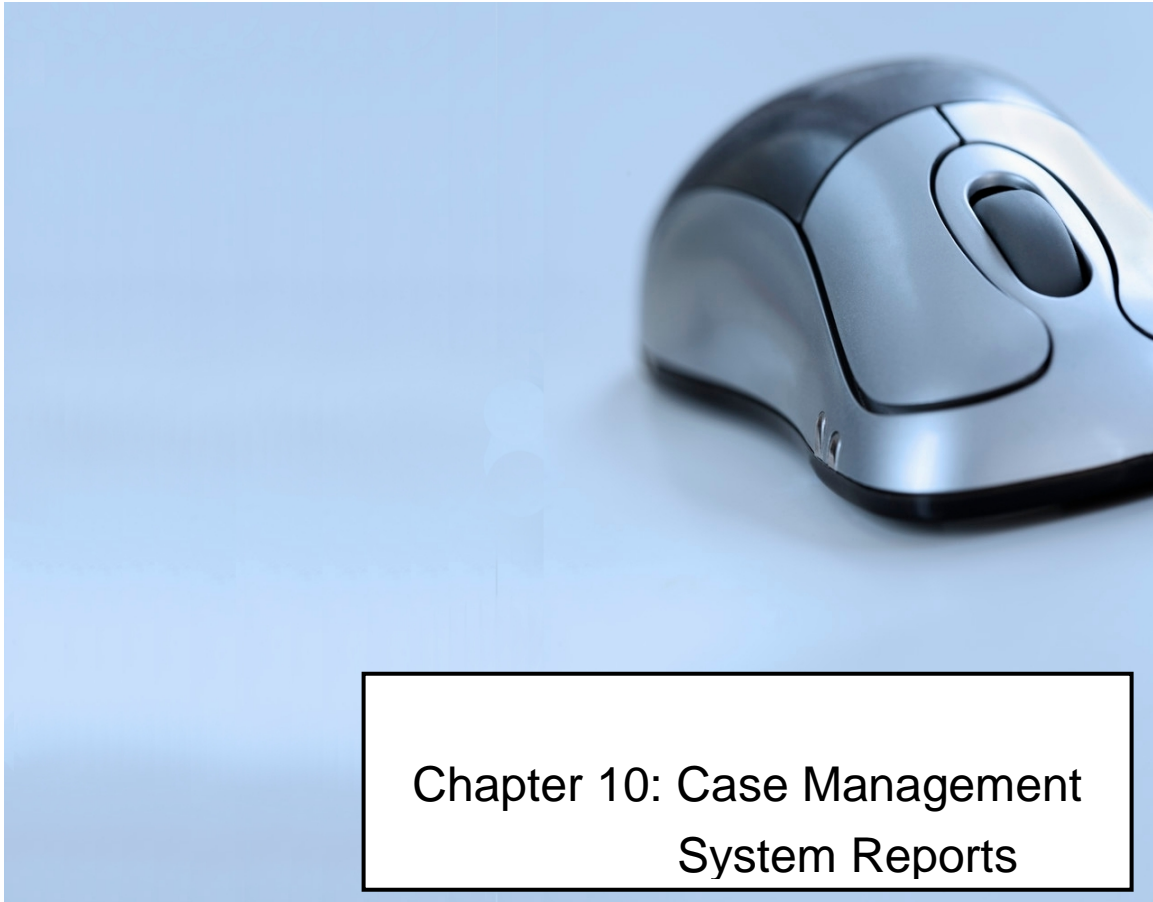


# **EOIS Case Management System Service Provider User Guide**



**Version: 2.3**  
**July 2014**

### Document History

Version #	Date	Description
1.0	July 23, 2010	Initial version released prior to the launch of the system on August 4, 2010.
1.01	May 2011	
2.0	January 2012	Review and edit for Release 3.0
2.1	April 2012	Update to section 10.1.3 Report Users
2.2	April 2013	EOIS Reporting website navigation
2.3	July 2014	Updated ONe-Key screenshots to reflect changes to that application

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# 10 Case Management System Reports

Information in the EOIS Case Management System can be analyzed by means of standardized reports that are available to ministry staff and external service providers.

This chapter provides an overview of report types, the reporting process, user roles, and how to access reports via the EOIS Service Provider Reporting Website. In addition to this guide, detailed *EOIS Report User Guides* noting the specific data sources and calculations will be provided on the EOIS Service Provider Reporting Website.

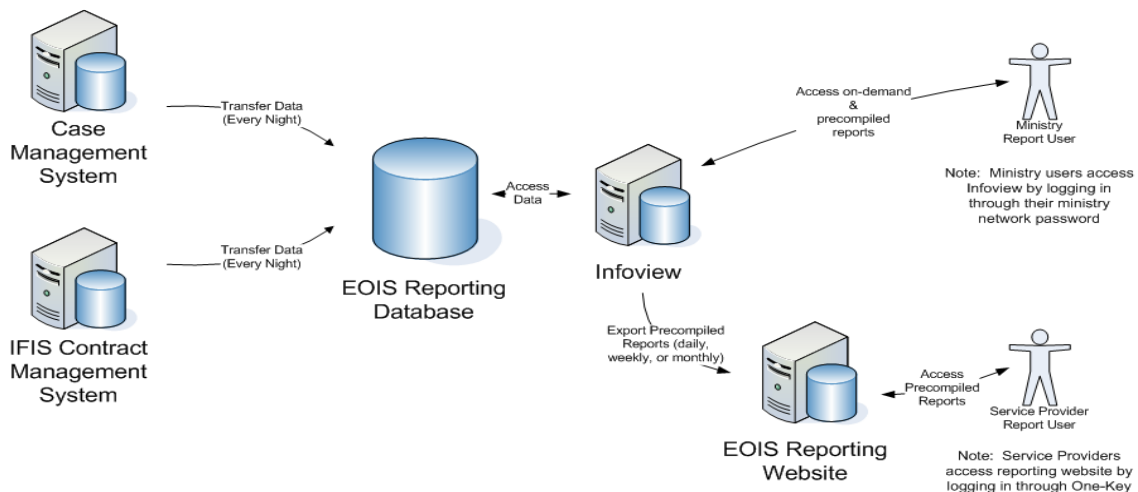


In order to access the EOIS Service Provider Reporting Website, users require, at minimum, Microsoft Internet Explorer 6.0. Ensure that your internet browser supports 128-bit encryption and that JavaScript and Cookies are enabled. The optimal screen resolution for viewing reports is 800x600 pixels.

## 10.1 Reporting Environment

The following diagram illustrates the transfer of data between the Case Management System, the Contract Management system, and the end user. The EOIS Reporting system consists of:

- a database that holds data from both the EOIS Case Management and Contract Management systems;
- an Infoview tool that publishes and allows ministry staff to access reports; and
- an EOIS Service Provider Reporting Website that allows service provider staff to access reports.



### 10.1.1 Reporting Process

When a service provider is created in the Case Management System, a system automated Service Provider Identification (SPID) number is generated starting in the 3000 series (i.e., 3002). As affiliated service delivery sites are created, the system will generate a site ID by adding a letter to the corresponding SPID (i.e., 3002A). When a service plan is created, the user must identify the affiliated service delivery site using the identification number assigned. All service plan data and corresponding participant and employer information will be linked to the service plan that is affiliated to the service delivery site serving the client.

Data from the Case Management and Contract Management systems is transferred to the reporting database overnight; this means that **report data is current as of the end of the previous business day**. The database information is updated each day and the new information is used to generate reports. Service delivery site reports are generated based on the Service Delivery Site ID associated to the data and posted to the EOIS Service Provider Reporting Website.



Each report has been assigned a run schedule with pre-processed reports ranging from daily, weekly, or monthly run times. Report data is current as of the end of the previous business day.

Service providers will only have access to their own service delivery site reports plus reports aggregated to the sub-region, region and province.

For more information on report types and run timeframes refer to the *EOIS Reports Desk Aid* found on the Employment Ontario Partners' Gateway.

### 10.1.2 Reporting Access

Report access is provided through a Service Provider Registration Authority (SPRA), who will affiliate the Service Provider and Service Delivery Site IDs to reporting user accounts.

Service delivery sites will access reports using their ONe-key username and password. Once authenticated by ONe-key, there will be a link for the EOIS Service Provider Reporting Website on the EOIS Resource page. Users must then enter their EOIS-CaMS Enrolment Number and PIN.

Staff that have access to both the Case Management System and reports will have the same Enrolment Number and PIN for both. Report users will not require individual licenses; therefore, there are no limitations on the number of report users per service provider.

### 10.1.3 Report Users

There are two report user roles: one for service provider managers (those who manage caseworkers) and one for all other service provider staff (including caseworkers and administrative staff). A staff-level role does not have access to client-level reports that identify caseload summaries.



A service provider manager may delegate their reporting role to staff if they choose (delegation changes will be made via the SPRA).

For more information on report access roles, refer to the *EOIS Reports Desk Aid* found on the Employment Ontario Partners' Gateway.

### 10.1.4 Accessing the EOIS Service Provider Reporting Website

Once authenticated by ONe-key, service provider/delivery sites access reports by clicking on the **EOIS Reporting** link on the *Resource* page.

#### Required Prerequisite Steps

##### ➤ Step 1

Reporting accounts will be set up based on the reporting roles identified on the “Service Provider Staff EOIS CaMS Registration” form provided to the Service Provider Registration Authority (SPRA).

##### ➤ Step 2

The user will receive confirmation of their user account creation in the form of two emails. The first will contain their CaMS Enrolment Number. The second email, which will follow 48 hours later, will contain their CaMS Personal Identification Number (PIN).

An email will be sent to the user’s inbox indicating the PIN for accessing the EOIS Service Provider Reporting Website.



Staff that have access to both the Case Management System and reports will have a single user account with one Enrolment Number and PIN for both.



# EOIS Case Management System Service Provider User Guide

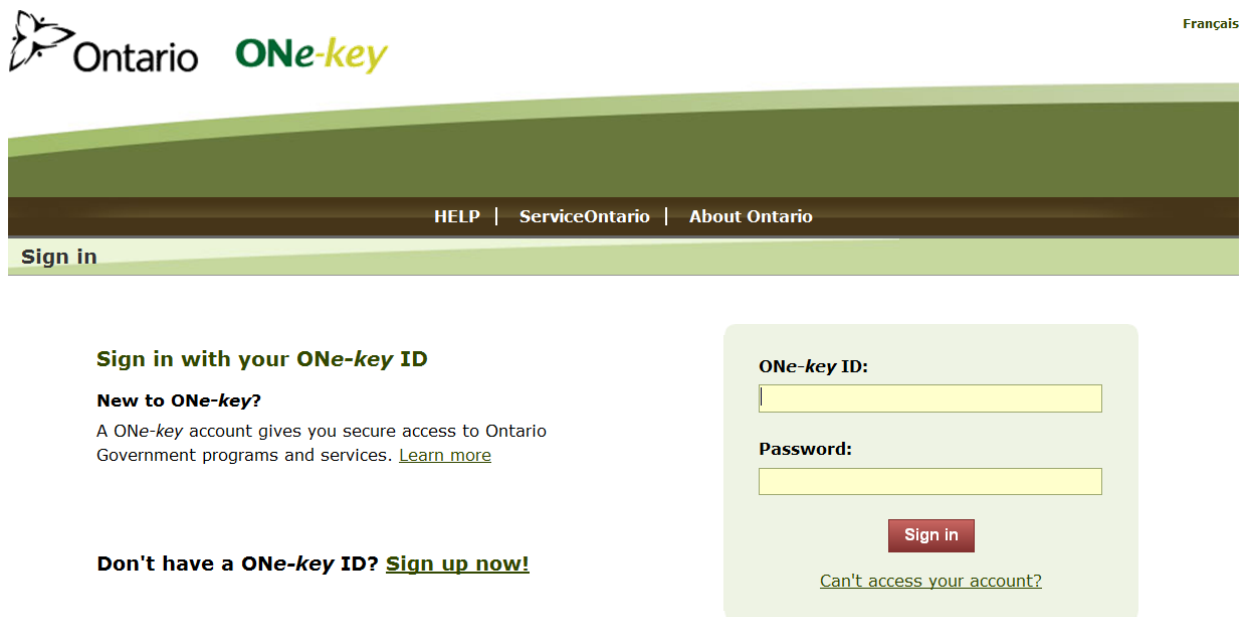
---

## System Steps

### ➔ Step 1

Log in to ONe-key: <https://www.iaa.gov.on.ca/iaalogin/IAALogin.jsp>. This is the same process as logging into the Case Management System.

Enter the **One-key ID** and **Password**, and click on the **Login** button.



Français

Ontario **ONe-key**

HELP | ServiceOntario | About Ontario

Sign in

**Sign in with your ONe-key ID**

**New to ONe-key?**

A ONe-key account gives you secure access to Ontario Government programs and services. [Learn more](#)

**Don't have a ONe-key ID? [Sign up now!](#)**

**ONe-key ID:**

**Password:**

Sign in

[Can't access your account?](#)

# EOIS Case Management System Service Provider User Guide

## ➡ Step 2

A list of applications will appear.

Select **EOIS CaMS – Reporting** from the list of available applications.

The screenshot shows the Ontario One-key website interface. At the top left is the Ontario One-key logo. At the top right, it says 'Français'. Below the header, a green banner displays 'Welcome, helpdesk\_2' and 'Last Login: 10:01AM 04 Jul 2014'. A dark brown navigation bar contains 'Help' and 'Logout'. The main content area is divided into a left sidebar and a main panel. The sidebar has a red 'ONe-key Account' section with links for 'My Services', 'Manage my Account', and 'Logout'. Below this is a green 'Available Services' section with links for 'Business Services', 'Personal Services', 'Services by Category' (with a right arrow), and 'All Services from A to Z'. At the bottom of the sidebar is a green 'Find Available Services' section with a search input field containing the placeholder text 'Start typing to search...'. The main panel has a green header 'My Services'. Below this, a red message states 'ONe-key has made several changes. Find out more'. This is followed by the text 'You currently have access to the service(s) listed below.' and 'You can enrol for accessing additional services from the Available Services menu, on the left side of the screen.' At the bottom, there are two bullet points: '• EOIS-CaMS - Application' and '• EOIS-CaMS - Reporting'.

Ontario **ONe-key** Français

Welcome, **helpdesk\_2**  
Last Login: 10:01AM 04 Jul 2014

Help | Logout

**ONe-key Account**

- My Services
- Manage my Account
- Logout

**Available Services**

- Business Services
- Personal Services
- Services by Category >
- All Services from A to Z

**Find Available Services** ?

Start typing to search...

**My Services**

ONe-key has made several changes. [Find out more](#)

You currently have access to the service(s) listed below.

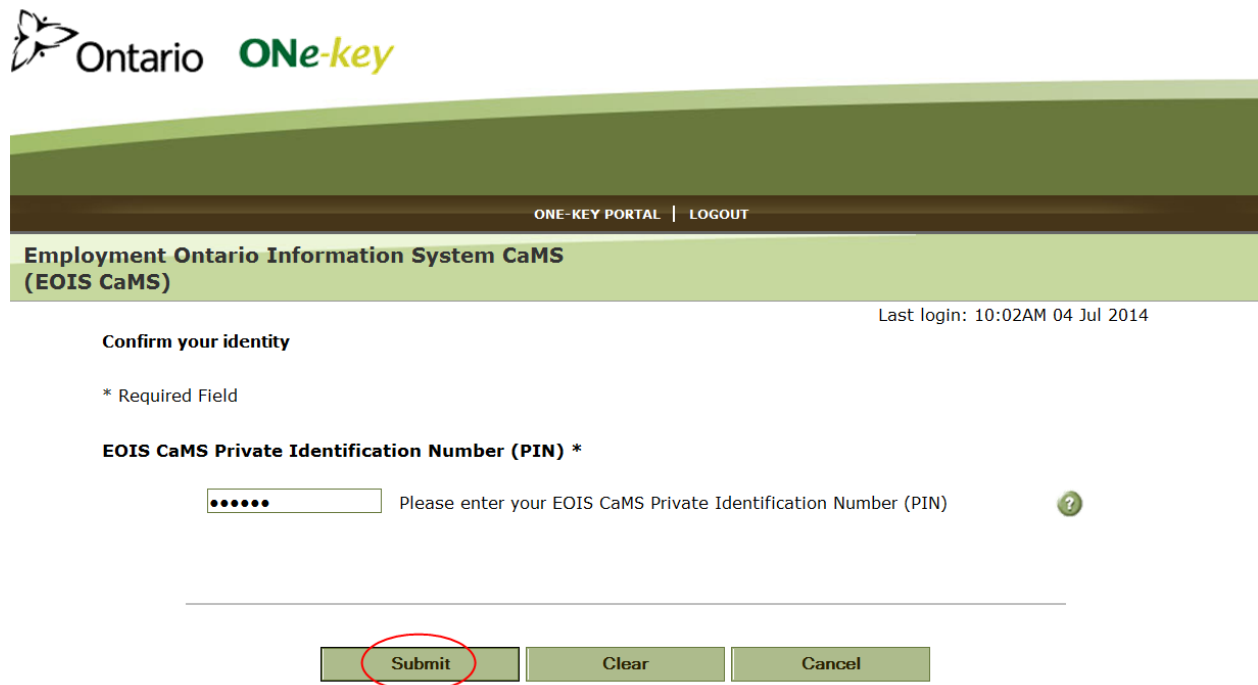
You can enrol for accessing additional services from the Available Services menu, on the left side of the screen.

- [EOIS-CaMS - Application](#)
- [EOIS-CaMS - Reporting](#)

# EOIS Case Management System Service Provider User Guide

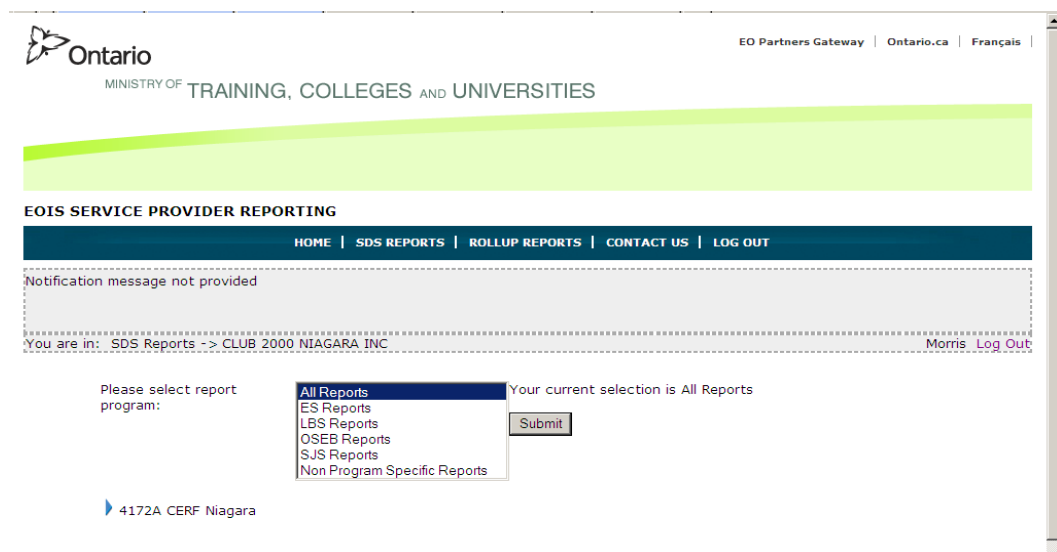
## ➔ Step 3

Enter your **EOIS-CaMS Authentication Number**, also known as your EOIS Cams Private Identification Number (PIN) in the **EOIS CaMS Authentication number** field, and click on the **Submit** button.



The screenshot shows the EOIS CaMS Authentication page. At the top, there is the Ontario logo and the text "ONE-key". Below this is a dark green header bar with the text "ONE-KEY PORTAL | LOGOUT". The main heading is "Employment Ontario Information System CaMS (EOIS CaMS)". On the right side, it says "Last login: 10:02AM 04 Jul 2014". The main content area is titled "Confirm your identity". Below this, there is a note "\* Required Field". The form is labeled "EOIS CaMS Private Identification Number (PIN) \*". There is a text input field with five dots, followed by the text "Please enter your EOIS CaMS Private Identification Number (PIN)". To the right of the input field is a green question mark icon. Below the input field, there are three buttons: "Submit", "Clear", and "Cancel". The "Submit" button is circled in red.

The EOIS Service Provider Reporting Website will appear.



The screenshot shows the EOIS Service Provider Reporting website. At the top, there is the Ontario logo and the text "MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES". On the right side, there are links for "EO Partners Gateway", "Ontario.ca", and "Français". Below this is a green header bar with the text "EOIS SERVICE PROVIDER REPORTING". Below the header bar, there is a navigation bar with links for "HOME", "SDS REPORTS", "ROLLUP REPORTS", "CONTACT US", and "LOG OUT". Below the navigation bar, there is a notification message that says "Notification message not provided". Below the notification message, there is a breadcrumb trail that says "You are in: SDS Reports -> CLUB 2000 NIAGARA INC". To the right of the breadcrumb trail, there is a link for "Morris Log Out". Below the breadcrumb trail, there is a form with the text "Please select report program:". To the right of the text, there is a dropdown menu with the following options: "All Reports", "ES Reports", "LBS Reports", "OSEB Reports", "SJS Reports", and "Non Program Specific Reports". To the right of the dropdown menu, there is a text box that says "Your current selection is All Reports". Below the text box, there is a "Submit" button. At the bottom left, there is a link for "4172A CERF Niagara".

## 10.1.5 EOIS Service Provider Reporting Website Navigation

### Language selection

Users have the ability to toggle between English and French text on the website without losing the data on the page. To toggle between languages, click [Francais](#).

The screenshot shows the EOIS Service Provider Reporting website. At the top left is the Ontario logo and the text "MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES". At the top right, a red-bordered box contains the links "EO Partners Gateway", "Ontario.ca", and "Français". Below this is a green gradient banner. Under the banner, the text "EOIS SERVICE PROVIDER REPORTING" is displayed. Below this is a dark blue navigation bar with links: "HOME", "SDS REPORTS", "ROLLUP REPORTS", "CONTACT US", and "LOG OUT". Below the navigation bar is a dashed box containing the text "Notification message not provided". Below this is a breadcrumb trail: "You are in: SDS Reports -> CLUB 2000 NIAGARA INC -> 4172A CERF Niagara". To the right of the breadcrumb trail is the text "Morris Log Out". Below the breadcrumb trail is a form with the label "Please select report program:". To the right of the label is a dropdown menu with the following options: "All Reports", "ES Reports", "LBS Reports", "OSES Reports", "SJS Reports", and "Non Program Specific Reports". To the right of the dropdown menu is the text "Your current selection is All Reports". Below the dropdown menu is a "Submit" button.

# EOIS Case Management System Service Provider User Guide

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## Notification section

A notification message is available on the home page of the website under the blue navigation bar. This message will relate to report issues or updates. For example, report status messages such as “all reports have been successfully run” or “report X failed to run and will be available by X date.”

MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES

EOIS SERVICE PROVIDER REPORTING

HOME | SDS REPORTS | ROLLUP REPORTS | CONTACT US | LOG OUT

Notification message

You are in: SDS Reports -> CLUB 2000 NIAGARA INC -> 4172A CERF Niagara Morris Log Out

Please select report program:

- All Reports
- ES Reports
- LBS Reports
- OSEB Reports
- SJS Reports
- Non Program Specific Reports

Your current selection is All Reports

Submit

# EOIS Case Management System Service Provider User Guide

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## Navigation bar

There are two groups of reports available to service provider staff:

- reports specific to a service provider/service delivery site shown under the **SDS Reports** section
- rollup reports that aggregate data into sub-regions, regional, and provincial reports shown under the **Rollup Reports** section.

Once the user logs in to the EOIS Service Provider Reporting Website, they will be brought to the *SDS Reports* page noting the service delivery site affiliated with the service provider. To navigate to aggregated “Rollup Reports,” click on the **Rollup Reports** link in the blue header bar.

For a list of who to contact, see the **Contact Us** link under the blue navigation bar. To log out, click on the **Log Out** link on the blue navigation bar.

The screenshot shows the EOIS Service Provider Reporting website. At the top, it says "MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES". Below that is a green header bar with the text "EOIS SERVICE PROVIDER REPORTING". Underneath the header bar is a blue navigation bar with links: HOME | SDS REPORTS | ROLLUP REPORTS | CONTACT US | LOG OUT. A red box highlights the navigation bar. Below the navigation bar is a notification message area that says "Notification message not provided". Below that is a breadcrumb trail: "You are in: SDS Reports -> CLUB 2000 NIAGARA INC -> 4172A CERF Niagara". To the right of the breadcrumb trail is a "Log Out" link. Below the breadcrumb trail is a form with the text "Please select report program:". To the right of the form is a dropdown menu with the following options: All Reports, ES Reports, LBS Reports, OSEB Reports, SJS Reports, and Non Program Specific Reports. To the right of the dropdown menu is a "Submit" button. Below the dropdown menu is a list of reports for "4172A CERF Niagara": ES - All Data - Employer/Placement, ES - All Data - Outcomes/Follow-ups, ES - All Data - RI, and ES - All Data - Service Plan/Profile.

# EOIS Case Management System Service Provider User Guide

## SP Report Navigation System Steps

### ➡ Step 1

A list of service delivery sites affiliated with the service provider will appear at the bottom of the page. From the “Report Program Selection” list users have the ability to filter the desired programs they want to view.

Choose a selection and click Submit.

Ontario  
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES

EO Partners Gateway | Ontario.ca | Français |

**EOIS SERVICE PROVIDER REPORTING**

HOME | SDS REPORTS | ROLLUP REPORTS | CONTACT US | LOG OUT

Notification message not provided

You are in: SDS Reports -> CLUB 2000 NIAGARA INC Morris Log Out

Please select report program:

All Reports  
ES Reports  
LBS Reports  
OSEB Reports  
SJS Reports  
Non Program Specific Reports

Your current selection is All Reports

Submit

4172A CERF Niagara

# EOIS Case Management System Service Provider User Guide

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## ➡ Step 2

After selecting a Report Program, click on a service delivery site to see a list of the available reports. To view a report, click on the report link.

Please select report program:

All Reports  
ES Reports  
LBS Reports  
OSEB Reports  
SJS Reports  
Non Program Specific Reports

Submit

Your current selection is ES Reports

- ▼ 4172A CERF Niagara
  - ▶ ES - All Data - Employer/Placement
  - ▶ ES - All Data - Outcomes/Follow-ups
  - ▶ ES - All Data - RI
  - ▼ ES - All Data - Service Plan/Profile
    - ▶ 2011
    - ▼ 2012
      - ▶ January
      - ▶ February
      - ▶ June
      - ▶ July
      - ▶ August
      - ▶ September
      - ▶ October
  - ▶ ES - Case Activity
  - ▶ ES - Employers
  - ▶ ES - Service Quality
  - ▶ ES - Detailed Service Quality

[Guide](#)  
[Guide](#)  
[Guide](#)  
[Guide](#)  
[Guide](#)  
[Guide](#)  
[Guide](#)



# EOIS Case Management System Service Provider User Guide

## ➡ Step 3

To see a previously run or historical report, click on the chevron beside the report, and then continue to expand the year, month, chevrons until you've navigated to the report that you wish to view. Click on the report link to view the report.

The screenshot displays the 'EOIS SERVICE PROVIDER REPORTING' web application. At the top, a navigation bar includes links for HOME, SDS REPORTS, ROLLUP REPORTS, CONTACT US, and LOG OUT. Below this, a notification area states 'Notification message not provided'. The breadcrumb trail indicates the current path: 'You are in: SDS Reports -> CLUB 2000 NIAGARA INC -> 4172A CERF Niagara->ES - All Data - Outcomes/Follow-ups->2011', with a 'Morris Log Out' link. A 'Please select report program:' dropdown menu is open, showing options: 'All Reports' (selected), 'ES Reports', 'LBS Reports', 'OSEB Reports', 'SJS Reports', and 'Non Program Specific Reports'. A 'Submit' button is next to the dropdown. To the right, a message says 'Your current selection is All Reports'. Below the dropdown, a tree view shows the following structure: '4172A CERF Niagara' (expanded) -> 'ES - All Data - Employer/Placement' (expanded) -> 'ES - All Data - Outcomes/Follow-ups' (expanded) -> '2011' (expanded) -> 'December' -> '2012' (expanded) -> 'January' -> 'February'. On the right side of the tree, there are 'Guide' links next to 'December', 'January', and 'February'.

# EOIS Case Management System Service Provider User Guide

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## Guide link

A Detail Reporting Guide is available for each report type. To access the guide, click Guide next to the report.

Guides will be based on both the current and historical versions of reports. The same guide is applicable for rollup reports.

Please select report program:

All Reports  
ES Reports  
LBS Reports  
OSEB Reports  
SJS Reports  
Non Program Specific Reports

Submit

Your current selection is ES Reports

- ▼ 4172A CERF Niagara
  - ▶ ES - All Data - Employer/Placement
  - ▶ ES - All Data - Outcomes/Follow-ups
  - ▶ ES - All Data - RI
  - ▶ ES - All Data - Service Plan/Profile
  - ▼ ES - Case Activity
    - ▶ 2012
    - ▼ 2013
      - ▶ January
      - ▶ February
      - ▼ March
        - 05 March 2013
        - 06 March 2013
    - ▶ ES - Employers
    - ▶ ES - Service Quality
    - ▶ ES - Detailed Service Quality

[Guide](#)  
[Guide](#)

# EOIS Case Management System Service Provider User Guide

## Location bar

The Location bar will indicate your location on the website. Example: “You are in: SDS Reports\[service Provider ID]\[service delivery site ID]/ES Service Quality” or “You are in: Rollup Reports ->ES Service Quality->Ontario->2009”

MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES

**EOIS SERVICE PROVIDER REPORTING**

HOME | SDS REPORTS | ROLLUP REPORTS | CONTACT US | LOG OUT

Notification message not provided

You are in: SDS Reports -> CLUB 2000 NIAGARA INC ->4172A CERF Niagara Morris Log Out

Please select report program:

- All Reports
- ES Reports
- LBS Reports
- OSEB Reports
- SJS Reports
- Non Program Specific Reports

Your current selection is All Reports

Submit

4172A CERF Niagara

- ES - All Data - Employer/Placement
- ES - All Data - Outcomes/Follow-ups
- ES - All Data - RI
- ES - All Data - Service Plan/Profile

# EOIS Case Management System Service Provider User Guide

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## Rollup Report Navigation System Steps

### ➤ Step 1

Click on the **Rollup Reports** link in the website blue navigation bar to view the rollup reports. Reports are typically available for the following levels (depends upon the report): Provincial, Region, and Sub-Region.

Navigation is completed in the same manner as the “SDS report” section described above, where the most current report is shown first.

The screenshot shows the 'ROLLUP REPORTS' section of the website. At the top is a dark blue navigation bar with links: HOME | SDS REPORTS | **ROLLUP REPORTS** | CONTACT US | LOG OUT. Below the navigation bar is a notification area that says 'Notification message not provided'. A breadcrumb trail reads: 'You are in: Rollup Reports ->ES - All Data - Outcomes Follow-ups (Rollup)'. The main content area has a label 'Please select report program:' next to a dropdown menu. The dropdown menu is open, showing options: All Reports, **ES Reports** (highlighted), LBS Reports, OSEB Reports, SJS Reports, and Non Program Specific Reports. To the right of the dropdown is a 'Submit' button and a status message: 'Your current selection is ES Reports'. Below the dropdown is a list of report categories with expandable arrows: 'ES - All Data - Employer/Placement (Rollup)', 'ES - All Data - Outcomes Follow-ups (Rollup)' (expanded), 'ES - All Data - RI (Rollup)', 'ES - All Data - Service Plan/Profile (Rollup)', 'ES - Detailed Service Quality (Rollup)', and 'ES - Service Quality (Rollup)'. The expanded 'Outcomes Follow-ups' category shows a list of regions: Ontario, Central, Eastern, Northern, and Western.

# EOIS Case Management System Service Provider User Guide

## ➡ Step 2

From the “Report Program Selection” list users have the ability to filter the desired programs they want to view.

Choose a selection and click Submit.

MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES

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**EOIS SERVICE PROVIDER REPORTING**

HOME | SDS REPORTS | ROLLUP REPORTS | CONTACT US | LOG OUT

Notification message not provided

You are in: Rollup Reports [test](#) [Log Out](#)

Please select report program:

All Reports  
ES Reports  
LBS Reports  
OSEB Reports  
SJS Reports  
Non Program Specific Reports

Submit

Your current selection is ES Reports

- ES - All Data - Employer/Placement (Rollup)
- ES - All Data - Outcomes Follow-ups (Rollup)
- ES - All Data - RI (Rollup)
- ES - All Data - Service Plan/Profile (Rollup)
- ES - Detailed Service Quality (Rollup)
- ES - Service Quality (Rollup)

# EOIS Case Management System Service Provider User Guide

## ➡ Step 3

After selecting the Report Program, click on the desired Region or Province.

[HOME](#) | [SDS REPORTS](#) | [ROLLUP REPORTS](#) | [CONTACT US](#) | [LOG OUT](#)

Notification message not provided

=====

You are in: [Rollup Reports](#) ->[ES - All Data - Outcomes Follow-ups \(Rollup\)](#).....test [Log Out](#)

Please select report program:

All Reports  
ES Reports  
LBS Reports  
OSEB Reports  
SJS Reports  
Non Program Specific Reports

Submit

Your current selection is ES Reports

▶ ES - All Data - Employer/Placement (Rollup)

▶ ES - All Data - Outcomes Follow-ups (Rollup)

▶ Ontario

▶ Central

▶ Eastern

▶ Northern

▶ Western

▶ ES - All Data - RI (Rollup)

▶ ES - All Data - Service Plan/Profile (Rollup)

▶ ES - Detailed Service Quality (Rollup)

▶ ES - Service Quality (Rollup)

# EOIS Case Management System Service Provider User Guide

## ➡ Step 4

A list of reports available to the Region/Province will appear. To view the report, click on the report link. The most current report will be displayed.

The screenshot displays the EOIS Case Management System interface. At the top is a dark blue navigation bar with links: HOME | SDS REPORTS | ROLLUP REPORTS | CONTACT US | LOG OUT. Below this is a light gray notification area with the text "Notification message not provided". A breadcrumb trail reads: "You are in: Rollup Reports ->ES - All Data - Outcomes Follow-ups (Rollup)->Central->2013", followed by a "test" link and a "Log Out" link. The main content area has the prompt "Please select report program:". To the right of this prompt is a dropdown menu with the following options: "All Reports", "ES Reports" (highlighted in blue), "LBS Reports", "OSEB Reports", "SJS Reports", and "Non Program Specific Reports". A "Submit" button is located to the right of the dropdown. To the right of the dropdown menu, the text "Your current selection is ES Reports" is displayed. Below the dropdown menu is a tree view of report categories. The tree is expanded to show "ES - All Data - Outcomes Follow-ups (Rollup)", which is further expanded to show "Ontario", "Central", "2011", "2012", and "2013". The "2013" node is expanded to show a list of months: "January", "February", "March" (highlighted with a red box), "April", "May", "June", "July", "August", "September", "October", "November", and "December". To the right of the tree view, the word "Guide" is displayed.

### 10.1.5.1 Saving Reports

#### System Steps


##### ➞ Step 1

Once you have navigated to the report (follow section 10.1.4), click on the link for the report. Depending on the report, they may be in either Adobe (.pdf), Excel (.xls), Word (.doc), or data file (.csv) format.

##### ➞ Step 2

To save a report, click on the **Save** button in the **File** tab or right-click on the report file and select “save target as” or “save link as.”

Choose the path where the file is to be saved and an appropriate name for the report.

	<p>Exported reports are saved to the file folder chosen by the individual.</p> <p>It is advised that reports containing individual client information be saved to a secure location. For more information refer to the ES Service Providers Handbook for Privacy, Confidentiality, and Security.</p>
--	--



### 10.1.5.2 Printing Reports

Reports from the website can be printed. PDF reports have been formatted to print on screen. It is recommended that the client-level data reports provided in Excel format be altered in Excel before printing. The “Quick Reference” at the end of this chapter describes the report format types.



Client-level data reports have been provided in Excel format to allow for data sorting and analysis. Due to their size, these reports have not been formatted appropriately for printing.

#### **System Steps**

##### **➤ Step 1**

Open the report that is to be printed. If printing from Excel, modify the print setup to ensure that it is formatted properly for printing.

##### **➤ Step 2**

Click on the **Print...** button from the **File** menu.

##### **➤ Step 3**

Choose the appropriate settings for printing and print.

## 10.2 Report Header and Footer Content

Report Headers and footers contain report specific information such as:

- top-right: the report generation date (the date the report was run)
- top-centre: the report title and reference number
- top-left: run time parameters displayed for pre-processed and on-demand reports (the parameters selected when the report was processed or when the report is run on-demand). Note: post-processing filter parameters are not displayed.
- report run frequency (how often the pre-processes report is run) and the date the report data was refreshed (most likely based on the previous business day)
- medium sensitivity statement (identifies that the report content is of medium sensitivity) based on the personal information stored within the system and reports. Reports containing personal information should not be left out in the open; they should be shredded when disposed, and electronic versions of reports should be saved in a secure location. For more information, refer to the privacy on-line module.
- Bottom-left: report version and last revised date (refers to the current version of the report template to note when changes are made and date when the change was applied) bottom left
- Page X of X in the bottom right hand corner of the report notes the current page and number of pages in the report.



**EMPLOYMENT  
ONTARIO**

Generated on: 11-Dec-2009

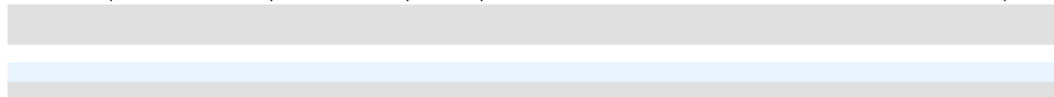
**Medium Sensitivity**

**Report Title- Ref.# 17**

Run time parameters

Service Provider: 3021  
SDS Ref. Number: 3021A  
Fiscal Year: 2009

Report run frequency: **Weekly**. This report's data is current to date (use dw\_etlcontrol.LAST\_ETL\_DATE)  
Information presented in this report is for Ministry use only and is not intended for external distribution - Medium Sensitivity



**Medium Sensitivity**

Report Version 0.0.0.1, last revised on Dec 09, 2009

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### 10.3 Report Troubleshooting and Tips

- *I am not able to access the EOIS Service Provider Reporting Website.* Ensure that your internet browser supports 128-bit encryption and that JavaScript and cookies are enabled.
- *What does it mean when the report is blank?* The report has no data associated with it. For example, the performance report may be blank if there are no clients who have completed the program within the report period.
- *How can I tell if the report run has been successful?* The notification message area under the blue navigation bar will indicate if the report runs are successful or if there is an issue.
- *How do I know where I am located on the EOIS Service Provider Reporting Website?* The “you are in:” line under the notification message shows your location on the website. Click on **Home**, **SDS Reports**, or **Rollup Reports** to navigate back to a main report area.
- *How do I get rid of the page header footers in a report that is exported to Excel?* Sort the report and delete the page headers and footers.
- *How to I view a French report?* Click on the “Francais” link on the top right of the screen.